

FIG. 1

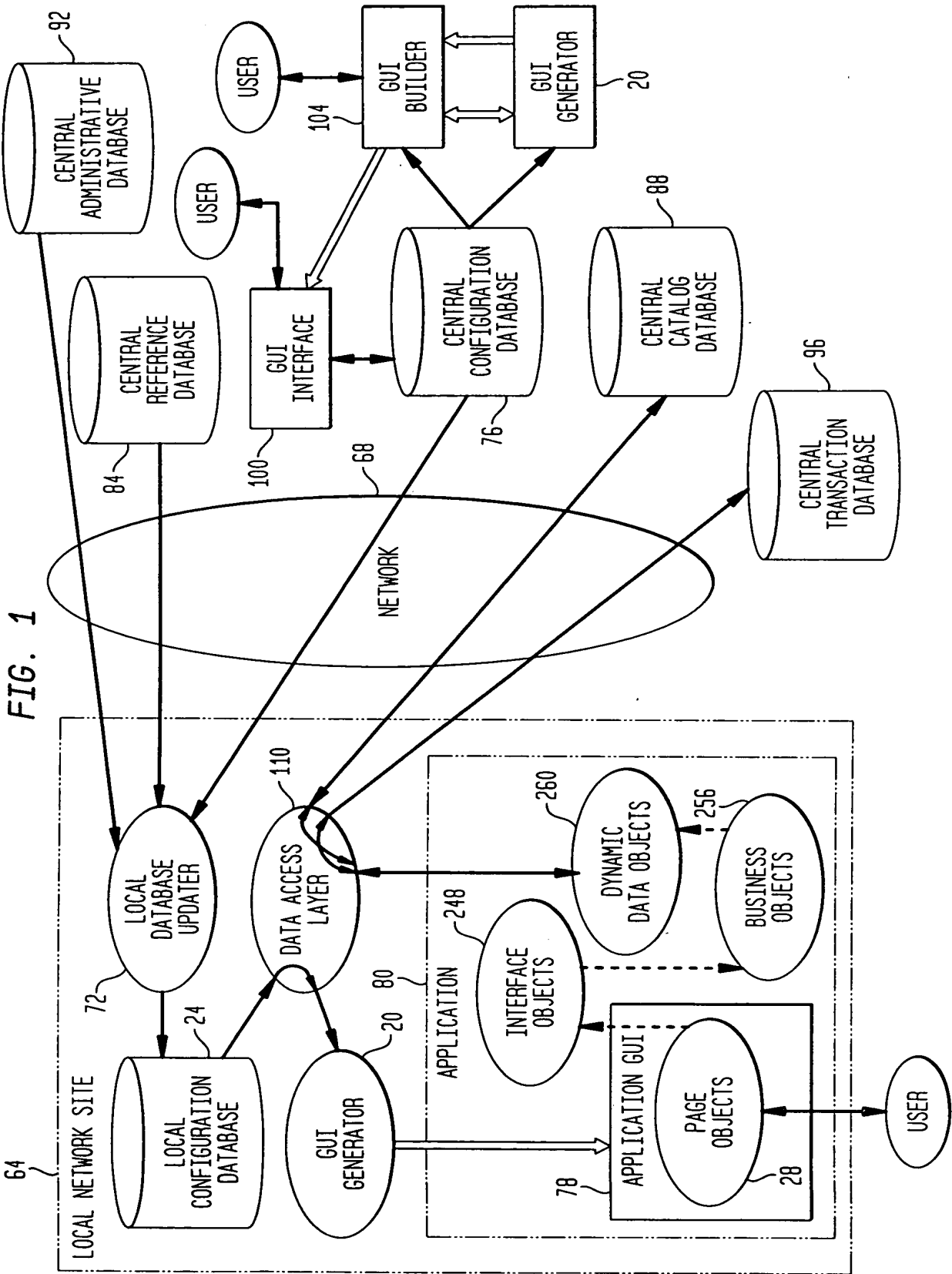


FIG. 2

Aibos-Customer Care

Customer Account Financials Ordering Problem Tracking Group-Level Actives Administration Application Links Help

32 Cust. Search New Cust Account Ordering Financials Problems Confirm Help

36 AVAILABLE SERVICES & FEATURES
SERVICE INSTANCES
PRODUCTS
PACKAGES
CONTRACTS
NON-RECURRING CHARGES
NON-BILLABLE ITEMS

48

Order# Order Rev# Order Status Acct.# Completion Date Desired

Order Search Order Detail Order Items Service Location External ID Service Details Nodes/History

Order# Order Rev.# Order Status

Contact Last Name Contact First Name

Contact Company

Acct.#

Cust. Order # 52

Telephone #

44 Cancel Reset Find Port Port All

40 Show View Available Services
Filters Applied
Service Inst.
Products
Packages

Ready

56

007569 040304

FIG. 3

112

108

116

120

Ready

United-AibonAdoin

File Edit View Help

Xxxx XXXX Delete XXXX First Previous Next Last

C:\ICC_Demo\ArborConfig.mdb

WindowArborMain

Window Caption

Window Splitters

View Tree View

View Sect View

Sect:Cust Search Section

Search Page Customer Search

Search Page Customer Search

Controls

Sect:Account Info Section

Sect:Account Financials Section

Sect:Order Mgmt Section

Sect:Problems Section

Sect:Confirm Section

ViewCtrls

View:Page View

View:Filter View

View:Customer Summary

MenuBar

AppBar

ActionBar

Window.ArborAdmin

Langs

GeneralText

Errors

PageID	PageSeq	SectID	PageDesc	TemplateID	TemplateName
20101	0x01	201	Customer...	25	Search Page

Pageid

PageSeq

Sectid

PageDesc

Templateid

F. Name:

L. Name:

Company Name:

House #:

House Ext.:

Apt/Suite#:

Pre Dir.:

St. Suf.:

St. Name:

Address Line:

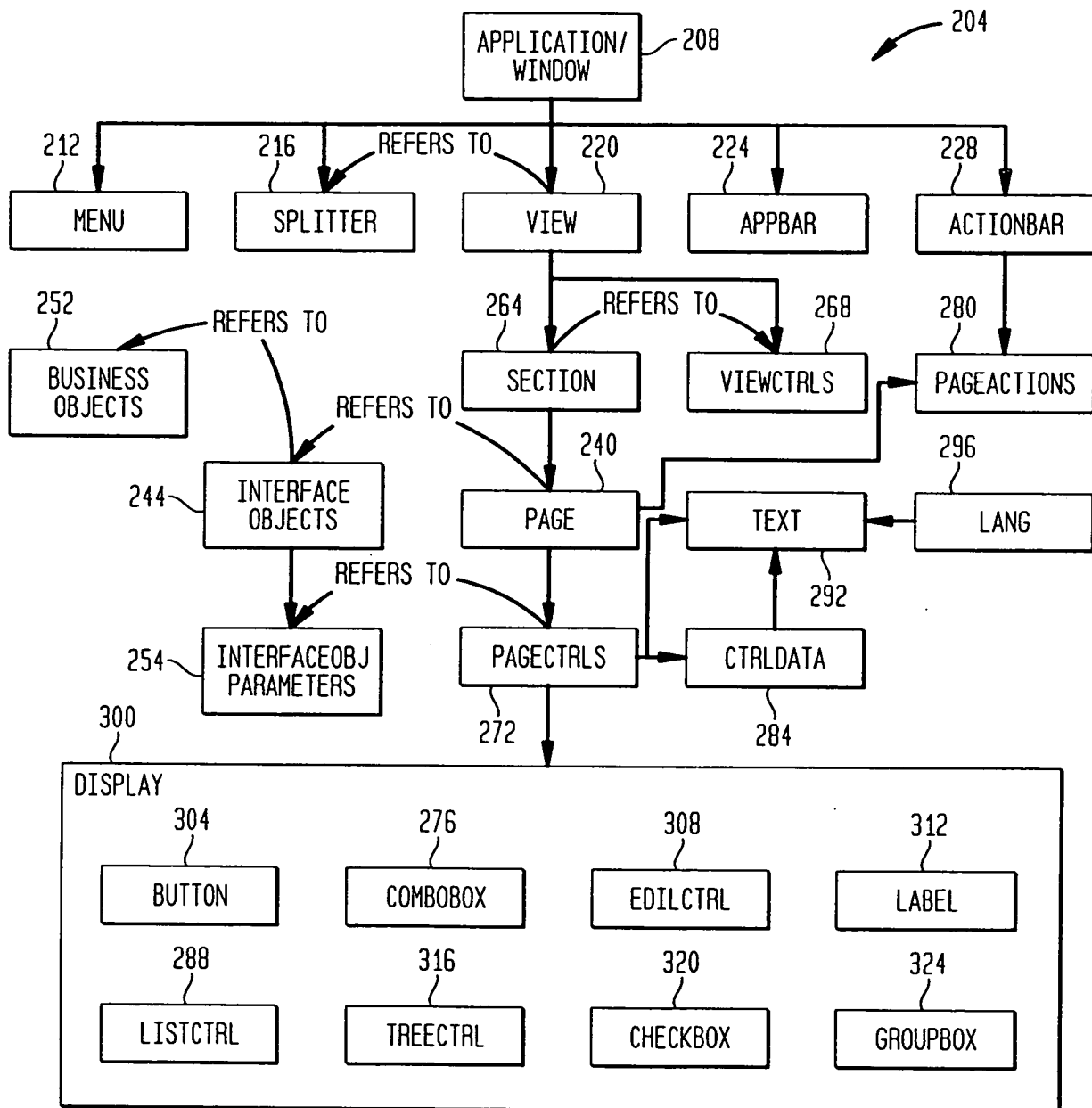
State:

Zip:

Country:

Franchise:

FIG. 4



"TECH" 6942/69